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URBAN/MUNICIPAL



Family Services of
Hamilton-Wentworth Inc.

URBAN MUNICIPAL

JUL 17 1989

GOVERNMENT DOCUMENTS

Annual Report 1988/89

Sixty-Sixth
Annual Meeting



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THE PRESIDENT'S ANNUAL MESSAGE

It has been my privilege to serve as President of Family Services of Hamilton-Wentworth Inc. for the past year.

Each year always presents challenges to the Agency. While some of these challenges take more effort and time to resolve than others, I am confident that the Agency will always discharge its mandate in the community fully and to the best of its ability.

The ability of the Agency to serve the community is due to the tremendous effort and commitment of Management Team, staff, members of the Board of Directors and service volunteers. To each group I express my thanks and commendation for a job well done.

Many developments in the continuing growth of the Agency have occurred over the past year. All are truly worthy of note. In passing, I would like to make reference to some specific events and developments which bode well for the future of the Agency and the community. This list is by no means complete but is representative of the ability of the Agency to enhance its role to provide needed services to individuals and families, to advocate on behalf of individuals and families on issues of importance to them and to educate them and the community at large on issues relevant to them. While my list is by no means complete, and while it lacks detail, I would like to make specific reference to:

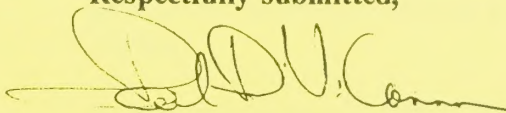
1. Our Employee Assistance Program;
2. Our Annual Lecture Series;
3. The Bridging Initiatives Project with the Spanish Speaking Association;

4. Our ongoing strategic planning process; and

5. The relocation of our youth residence.

In closing, I would like to again publicly express my thanks to those individuals who selected me for the honour of Board of Directors Volunteer of the Year. I was truly overwhelmed to be so honoured. While the award may honour an individual, the contribution of an individual is made possible through the support and assistance of others. Many thanks are due to Management Team, staff and members of the Board of Directors. Special thanks are due to my late father, Donald Cannon, a lifetime member of the Agency, a former President of the Agency, and a long standing member of the Board, for providing me with such a good example of the importance of voluntary service. Special thanks are also due to my wife and children who have, on many occasions, had to forego their husband and father while he was occupied with other than immediate family matters.

Respectfully submitted,



Paul D. V. Cannon
President

EXECUTIVE DIRECTOR'S ANNUAL MESSAGE

Seldom have I approached the writing of an annual report with as much enthusiasm. 1988-89 has been an especially "upbeat" year.

Rather than enumerate endless details and statistics, I should like to review selected highlights in general terms.

Expansion of our Family Violence Treatment Program has seen the addition of more support staffing, more counselling capacity and a full-time coordinator of services to children and adolescents. This program is fully funded by the Ministry of Community and Social Services, to whom great appreciation is here expressed.

Two other initiatives have been made possible by Ministry of Community and Social Services support as well. They are the approval for capital funds to assist in the relocation of the Youth Residence, and substantial funding of our first specialized multicultural service, undertaken in collaboration with the Spanish Speaking Association of Hamilton. Both of these projects are stirring exciting.

Presentation of a clinical day by our staff, attended by a large number of community professionals, focused on work with adult children of alcoholics. This day opened our eyes to our agency's potential for filling a significant gap in services in our community.

Our Employee Assistance Program has grown at an almost explosive pace, the most recent example being the addition of a contract with Stelco.

Occurring just after the close of 1988-89, the first of our annual public lecture series

featured Sue Johanson, who spoke on the subject "Talk Sex: In The Home". It was an exhilarating success. Will this exemplary demonstration of family life education spur us on to revive our once thriving Family Life Education Program?

The productive unfolding of a structured long-term planning process has been gratifying. The work to date has already given us a better sense of direction than ever before.

The above examples of an upbeat year are just that, examples only. Many other positive things have occurred, mention of which space does not permit.

No year can be perfect, of course. We do experience frustrations, three of which especially bear mentioning.

At last count, our waiting list for counselling numbered 140 applicants. This does not include the hundreds that have opted not to wait. We can no longer refer them to other comparable counselling services in the community as they also have developed significant waiting periods for service.

A regional daycare funding freeze decreased our anticipated revenue flow in the Family Life Program. Though this program is not a daycare, it is funded under daycare legislation, and becomes vulnerable to daycare funding exigencies.

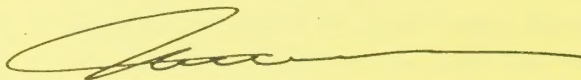
The expansion of the Family Violence Treatment Program and the Employee Assistance Program, combined with the very low vacancy rate in First Place, has led to a space crisis of serious proportion.

These frustrations will be overcome. Not as rapidly as we would all prefer, but they will be overcome.

In conclusion, I should like to extend my appreciation to the agency staff and volunteers, members of the board, the managers, our major funding bodies and our many other benefactors for their contributions great and small to the success of yet another chapter in the ever-lengthening historical drama of the family service movement in general,

and, more specifically, to that movement's local incarnation known as Family Services of Hamilton-Wentworth Incorporated.

Respectfully,



John A. Vedell
Executive Director

AGENCY'S MISSION STATEMENT

Family Services of Hamilton-Wentworth Incorporated is a not-for-profit agency that provides a variety of professional counselling services to families and individuals within the Regional Municipality of Hamilton-Wentworth. It is committed to the systematic identification of needs for services in the community and, in cooperation with other care providers, planning organizations and funding bodies, to the development of coordinated and effective service programs.

The agency is aware of the continuing evolution of the family in both form and function within our society. In planning and operating program responses to this force of change, the agency recognizes that the concept of "family" includes a wide variety of important networks of intimate and significant relations within the individual's life cycle.

As an innovative service provider, the agency assists clients in developing satisfying interpersonal relationships and in improving their family-living skills. Programs are offered to assist other providers of and contractors for services.

The agency provides effective and efficient assessment for all persons who apply for agency service. Those persons who would be better served by other resources in the community are referred to the most appropriate agency. In this manner, the agency operates as a cooperative component of the overall system of community and health services within its area.

-- Excerpt from "Agency Mission and Objectives" --

BOARD OF DIRECTORS AND OFFICERS

Family Services of Hamilton-Wentworth Incorporated

OFFICERS 1988/89

Paul Cannon
Sondra Cornett
Frank Boutzis
Dave Zych
John A. Vedell

President
Past President
Vice-President
Treasurer
Secretary

DIRECTORS 1988/89

Vish Bagal**
Dr. Sheila Barrett
Boris Chemerys*
L.H. Cragg
Bob Granatier
Wayne Hodson
Rev. George Horton**
Dr. Martin Johns
Bob McNaught

David Proctor
Canon Joe Rogers
Alderman Don Ross*
Rev. Wendy Roy
Dr. Bill Seidelman**
Gwynneth Simpson
Mel Spencer
Frank Tapuska
Wayne Whillier**

*Resigned during the year

**Appointed during the year

SERVICE PROVIDED

(BRIEF SUMMARY)

Units of Service reported in hours unless otherwise specified

	<u>1988/89</u>	<u>1987/88</u>
TOTAL NUMBER OF FAMILIES SERVED	2,668	2,767
FAMILY AND SOCIAL SERVICES		
Family Counselling:		
Counselling Program	6,317	5,637
Dundas Family Medical Group	327	244
Employee Assistance Programs	856	836
Family Violence Treatment Program	1,781	1,770
Family Workers	6,083	6,421
Home Support Services for the Elderly (Volunteer contact with clients)	2,876	3,208
Pub. Education, Training, Community Services:		
Family and Social Services	866	431
Employee Assistance Program	387	358
Family Violence Treatment Program	<u>403</u>	<u>275</u>
TOTAL HOURS OF SERVICE	<u>19,896</u>	<u>19,180</u>
FAMILY LIFE PROGRAM		
Parent Groups - client/group sessions	1,690	1,791
Pre-school - half days	12,548	12,492
CREDIT COUNSELLING	2,039	1,972
YOUTH RESIDENCE - resident days	2,677	2,845
COMMUNITY SERVICES		
Services to individuals, groups and institutions in the community (All programs, exclusive of Family and Social Services above.)	880	1,063

NOTE:

A full and complete record of client data, intake, and services rendered is available on request.

CONDENSED FINANCIAL OPERATING STATEMENT

INCOME	<u>1988/89</u>	<u>1987/88</u>
Government Sources	\$1,540,879	\$1,326,059
United Way	498,750	475,000
Fees for Service	158,225	161,719
Donations/Fundraising	13,889	9,403
Other	<u>28,062</u>	<u>12,599</u>
TOTALS	<u>\$2,239,805</u>	<u>\$1,984,780</u>

EXPENDITURES

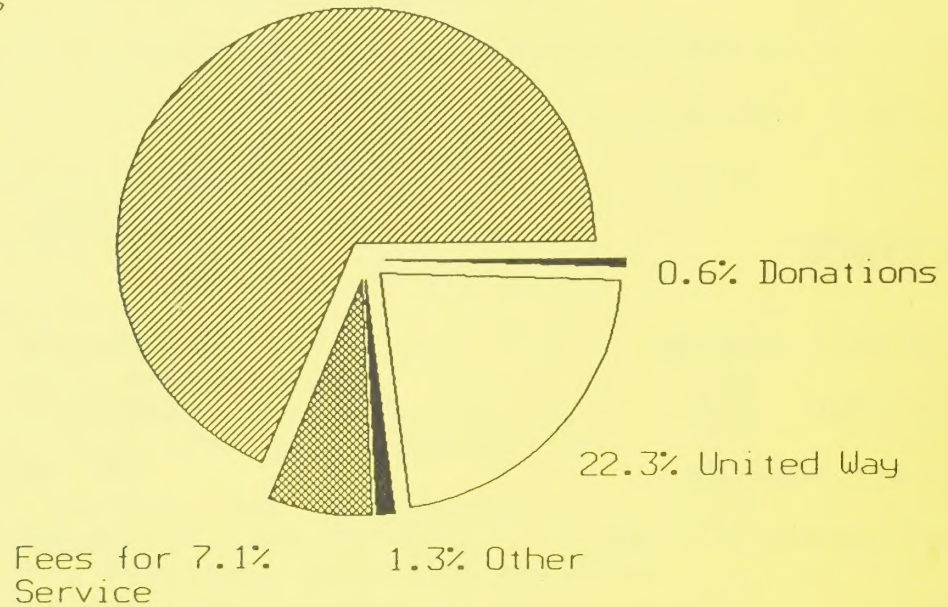
Personnel Costs	\$1,815,844	\$1,527,333
Occupancy	169,634	181,710
Transportation	45,001	39,909
All Others	<u>208,832</u>	<u>217,488</u>
TOTALS	<u>\$2,239,311</u>	<u>\$1,966,440</u>
<u>SURPLUS/DEFICIT</u>	<u>\$ 494</u>	<u>\$ 18,340</u>

NOTE:

The above data is drawn from detailed financial statements audited by Coopers and Lybrand. The complete audited statement is available upon request.

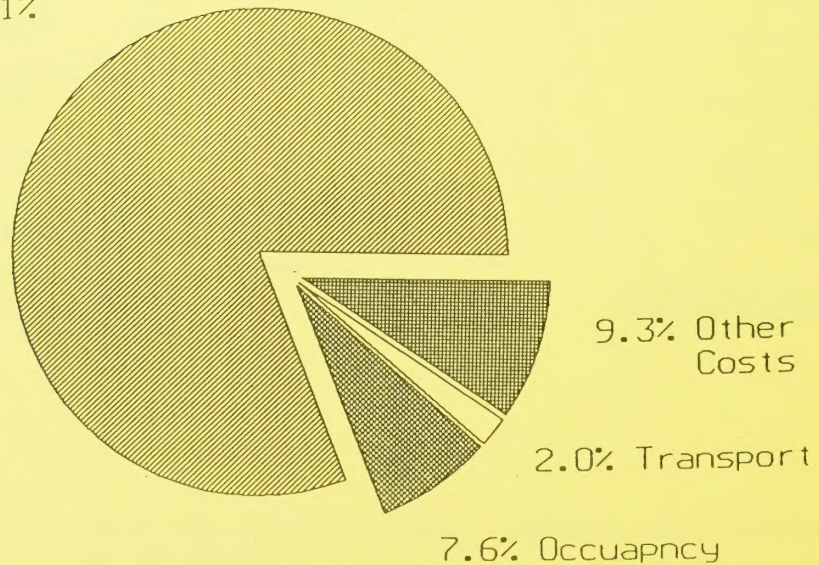
INCOME AND EXPENDITURE ANALYSES

Government 68.7%
Sources



Income
April 1988 Through March 1989

Personnel 81.1%
Costs



Expenditures
April 1988 Through March 1989

FAMILY SERVICES' MEMBERSHIP LIST

ACTIVE

Anna Allevalo
Norma Berti
Donna Burtis
Sarah Coombs
Dr. M.J. Cornfield
Bill Furlay
Wanda Harmon
Interval House

Olga Kulikowski
Barry McCorquodale
Irene McCulloch
Donna Morton
David Proctor
Trudy Van Schyndel
Gwynneth Simpson
Mission Services

Ingrid Spence
Frank Tapuska
Wenna Taylor
Joe Turkiw
Alinson VanDuzer
Janice Wall
Evelyn Young
Bob MacKenzie, MPP

SUSTAINING

Dr. Laurie Cragg
Jean Cragg
Alice Cannon
John A. Vedell
Victor Harris

Al Hopkins
Sondra Cornett
Paul Cannon
Boris Chemerys
Frank Boutzis

David Zych
Judith Daly
Mel Spencer

CORPORATE

The Copley, Noyes & Randall
Ltd.

Hamilton Senior Citizens
Apartments Ltd.

LIFETIME

Larry Enkin
Don Cannon*
Marilyn Vallance

Dr. Martin Johns
Fern Gue

Leon Price
Canon Joe Rogers

*Deceased

Memberships as of June 13, 1989.

AGENCY STAFF

John A. Vedell
Executive Director

Anna Allevato
Manager of Contract Services and Special Projects

Terry Henry
Manager of Child and Youth Services

Art McLean
Manager of Credit Counselling and Financial Services

Jim Shea
Manager of Adult Services

Lorraine Bergeron
George Bilof
Stephanie Bissell
Catherine Boyle
Georgina Burley
Evelyn Camargo
Frances Charron
Pat Coward
Patricia Crane
Debra Deveau
Susan Dixon
Deb Enright
Janet Fletcher
Sandra Forbes
April Gauthier
Debbie Giannasi
Christine Gilchrist
Henry Gulabh
Linda Hagenauer
Myra Hare
Jane Howard
Rupa Jani
Brenda Johnson
Ruthanne Karges-
Downs

Sandra Knott
Rosemary Langlois
Leah LaRiviere
Mary Long
Cynthia Lui
Rosemary MacDonald
Joan MacRae
Jason McHattie
Elaine McLaughlin
George Mantik
Kelsey Mason
Nicholas Mawer
Josephine Mazzoli
Greg Michell
Mary Mills
Donna Morton
Darlene Mosca
Nick Mule
Carron Nisbet
Johanna O'Neill
Janet Paterson
Fran Pitilli
Geoffrey Reekie
Lorelei Richard
Donna Rockel

Eleanor Routledge
Marian Schorr
Cheryl Schure
Terry Schwendiman
Shari Seccareccia
Debra Sinanan
Mary Smee
Barbara Smith
Joyce Smith
Marty Smith
Ingrid Spence
Doreen Tadros
Wenna Taylor
Kamal Ten-Brinke
Nancy Tennent
Denise Thomson
Natalie Thompson
Alison VanDuzer
Barb Waitzman-Kuhn
Maria Weimer
Joan White
Patricia Whitman
Lois Wildish
Marnie Wilson
Evelyn Young

SERVICE INFORMATION

COUNSELLING

The service aims to restore, strengthen or develop capacity in coping with individual life situations, interpersonal relationships, conflict within the marriage, or conflict concerning separation or family break-up.

CREDIT COUNSELLING

Credit Counselling assists families and individuals who possess inadequate money management skills. Many of these clients require the development and monitoring of a budget. Some require the intervention of a credit counsellor and the establishment of an orderly payment of debt program with their creditors.

EMPLOYEE ASSISTANCE PROGRAM

The Employee Assistance Program provides employees in a given work setting with the availability of a professional counsellor (provided by the agency) who will deliver confidential services such as information, assessment, referral and/or counselling. The counsellor will also provide or provide for workshops and seminars on issues related to mental health. This program is available on a contract to any organization.

FAMILY LIFE - CHILD

This service provides five half-days per week of therapeutic pre-school, utilizing specialized personnel. Parents are involved in the pre-school program in coordination with the parent program described above.

FAMILY LIFE - PARENTS

This service, integrated with the Family Life - Child program, assists the parents to identify and improve their child rearing skills and behaviour in the following areas: relationship problems, behaviour management, development delays, handicapped disorder, physical and emotional deprivation, and risk as to child abuse and neglect.

FAMILY VIOLENCE TREATMENT PROGRAM

The Family Violence Treatment Program provides primarily group counselling for violent men, their partners and their children. The program aims to re-educate all family members and reduce the incidence of domestic violence in the current family, as well as prevent violence from occurring in the next generation.

FAMILY WORKER PROGRAM

This program aims to restore, strengthen or develop capacity in coping with conflict in individual life situations, modify individual's behaviour, increase knowledge about skills in living, and strengthen capacity to use community resources.

HOME SUPPORT SERVICES FOR THE ELDERLY

Under the direction of a professional Coordinator, volunteers provide friendly visiting and companionship, telephone support, escort service, community networking, and advocacy to the elderly.

SPANISH SERVICES PROGRAM

Representatives of the Spanish speaking community, specifically members of the Spanish Speaking Association, and Family Services have discovered a need for a broad range of educative, advocacy and counselling services that are not easily accessible due to language and cultural barriers. Through the Bridging Initiative, the Spanish Speaking Association and Family Services are able to deliver, or advocate for, such services.

YOUTH RESIDENCE

Residential therapeutic care for adolescents between the years of thirteen and eighteen who exhibit serious emotional and/or behavioural disorders, whose families lack the abilities, skills or emotional resources necessary to give them adequate support and control, and whose behaviour would be destructive to the community and themselves if intervention were not made.

* * * * *

MEMBER AGENCY OF UNITED WAY OF BURLINGTON, HAMILTON-WENTWORTH; ONTARIO
ASSOCIATION OF FAMILY SERVICE AGENCIES; ONTARIO ASSOCIATION OF CREDIT COUNSELLING
SERVICES; FAMILY SERVICE CANADA; ASSOCIATION OF CHILDREN'S AND YOUTH SERVICES;
CANADIAN COUNCIL ON SOCIAL DEVELOPMENT

CHARITABLE REGISTRATION NUMBER 0178237-01-14

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